



Senior Business Analyst



About Post Office

The Post Office has thrived at the heart of high streets and local communities across the UK for over 370 years. As one of the country's most trusted brands, we take our commitment to providing essential services to customers across the UK very seriously.

We're the UK's largest retail network, as well as the largest financial services provider in the UK, with over 11,600 branches nationwide – more than all of the UK's banks and building societies put together.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. That's why we have a range of over 170 products and services, from personal financial services like banking, insurance, payments and travel money, to telecoms and, of course, mails. And we're improving our online and in store experience for customers. We know that our customers never stop changing, so neither will we.

Securing the future Post Office's future:

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come. This is a uniquely exciting and challenging time for the Post Office – we're shaping the future and creating a business we can all be proud of.

Working at the Post Office:

Post Office colleagues are the driving force behind our business. Whether they are in our branches or supporting from our offices, we are proud of the energy, commitment and customer focus our people all have in common.

All Post Office people are guided by our three values and behaviours, see [Code of Business Standards](#):

We **care** by always **thinking customer**

We strive to make things ever better through **honest challenge**

We **commit** to **decisive delivery**

The basics

Role Title:	Senior Business Analyst
Grade:	3A
Post Reports to:	Project Delivery Team Manager
Division:	Strategy & Transformation
Business Unit:	Change Delivery
Budget Responsibility:	
Number of Direct Reports:	
Location:	London or Chesterfield

The purpose of the role

The role of the business analyst is to review, analyse and evaluate Post Office business areas, user needs, business models, workflows and technological systems.

The aim of the role is to assess processes, articulate requirements, produce documentation and provide powerful insights to enable relevant stakeholders to make the right decisions.

Working closely with the project manager, project sponsor or product owner, the Business

Analyst ensures that project deliverables are clearly defined and understood. This allows for the necessary analysis of requirements, scope and objectives in order to ensure the successful delivery of outcomes in alignment with overall business strategy.

An enterprise wide, holistic view is essential, aiming to increase the adoption of best practice and the standardization of processes in order to reduce cost and unwarranted complexity.

Principal accountabilities

Leadership and Ownership

- Lead BA work streams - coordinating tasks and activities of business analysts
- Work on more complex or high profile projects
- Adapt to new business domains - able to hit the ground running, navigate through ambiguity to clarify - who, what, where, when, why, and how.
- Strategic Thinking - able to see the bigger picture, but able to dive into the detail, able to stand back and understand where a project fits into the Post Office's strategy, vision, and goals. The Senior BA can also evaluate how their project impacts on other projects and other business areas.
- Conflict resolution - Senior BA able to own and take control of, and resolve conflicts.
- Mentor and/or manage business analysts.

Business Outcomes

- Ensure that the team works towards delivering business outcomes in support of the Post Office strategy
- Investigate business issues, evaluate actions to improve the operation of the business and document the business requirements throughout every phase of the project lifecycle
- Develop content for business cases which can be referred to throughout projects to assess progress and measure outcomes
- Apply, support, maintain and promote BA best practice.

Elicitation of underlying business issues

- Identify and use appropriate methods of uncovering information including interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios
- Translate business needs and discover any information related to the project

Analysis of business requirements

- Organise, specify and model the requirements to ensure they are robust, complete and unambiguous
- Conduct end to end process mapping and measurement
- Work with Business Owners across the organisation to provide a high-level overview on whether an Epic need / outcome is achievable (both technically and commercially)
- Gather data relating to costs and benefits of project plans

Specification of business requirements

- Take full responsibility for production of business requirements, process analysis/design and user stories within the early stages of projects, work streams or process owner teams
- Ensure that the documentation of the requirements is in a layout and format that can be easily shared with and understood by stakeholders
- Document what happens today (as is) and identify the most appropriate solution(s) via effective root cause analysis
- Document baseline data and use identified input/process/output measures to quantify the opportunity to improve
- Employ data-driven decisions to highlight where action needs to be taken
- Document 'to be' future state process which provides a clear re-baseline of the new process

to highlight cost savings/efficiencies

- Develop and oversee the implementation of process improvement initiatives
- Where necessary, provide the programme delivery team with the information required to ensure any technological solution(s) identified is effectively delivered/resourced
- Set user acceptance criteria and understand the concept 'Definition of Done'
- Support the creation of Epics, Features and User Stories from requirements models such as data models, process flows, work flow diagrams, use cases, business rules, and user interface diagrams
- Where relevant work with Product Owners to translate the product's vision into Epic's, Features and User Stories that represent the overall scope of the project
- Support the prioritisation of User Stories using techniques such as MoSCoW
- Work with the team to estimate the size of stories for delivery within an iteration through approaches such as relative estimation and estimation poker

Validation and verification of requirements

- Ensure that the requirements map to the business need being addressed to relevant quality standards
- Design and prioritise business performance/improvement programmes
- Define process performance metrics for the processes (cycle time, cost, quality, etc.)
- Ensure compliance with any specific legislative, regulatory, or contractual requirements
- Understand and enable the minimum viable product to verify and highlight user satisfaction and resulting changes

Stakeholder management

- Gather requirements by managing relationships with stakeholders and facilitating conversations to understand varying perspectives
- Co-ordinate and communicate with stakeholders across the organisation for all activity related to the programmes, projects and work streams
- Contribute to RAID log through identification and management of risks, issues and dependencies
- Work with the Project Manager to quantify and produce mitigation and contingency plans

Implementation

- Support projects into to active implementation (where required) through the provision of analysis, insights and identifying opportunities for continuous improvement.

Qualifications, experience and skills

Skills required

- Analytical skills with ability to use a wide range of techniques
- Exhibit adaptability and resilience in handling frequent changes in iterations
- Ability to move from detail to a broader view
- Strong interpersonal skills
- Written and verbal communication skills
- Ability to work independently and collaboratively within a team to drive value facilitating and negotiating when necessary, to achieve consensus on decisions
- Ability to solve problems and think critically when managing complex business issues
- Ability to challenge the business on assumptions and requirements
- Capable of making decisions under pressure and think creatively
- Ability to plan activities and understand budgetary impacts on workload
- Adept at dealing with ambiguity
- A business delivery focused outlook and strong all-round business acumen
- Expertise in conceptual modelling
- Ability to document requirements formally or informally depending on the need of the project
- Familiarity with requirements techniques such as, user stories, use cases, and informal

modelling.

- Basic understanding of Agile Frameworks (Scrum, Kanban XP etc.)

Experience required

- Extensive experience of business analysis in complex business focused change management
- Experience of working with Waterfall methodology
- Familiarity with concepts in Agile, Lean and BPR methodologies and frameworks
- Experience with tools such as MS Visio, Excel
- Familiarity with relevant platforms and tools e.g. Jira, Service Now

Qualifications required

- BCS Diploma in Business Analysis or other recognised BA qualification (desirable)
- LEAN Six Sigma Green or equivalent experience

Where does this role fit in with the rest of the team?



IT permissions

Please note that the following section is to be completed by the Line Manager (*deleting any on the list that are not applicable and inserting any not already included*):

IT permissions	
Role Role	
IT Equipment	Other Staff
Applications	Standard Application Build
System Access	Standard System Build
Other System/Application	Core Finance Service (CFS), Employee Interaction Centre, SABA, MS Project, Server, MS Visio, Adviser Plus – Managers Advice & Guidance, PWA (timesheets), Cisco (Any Connect), Google Chrome, MS Dynamics, JIRA, Post Office Plus, Selenity for Expenses (Go live in January), Trello
Approved by [System Owner]	
Role Title [System Owner]	
Date	